

Citibank® Commercial Cards Quick Reference Guide

**For Department of Veterans Affairs Agency/Organization Program Coordinators
and Alternate Program Coordinators**

Important Contact Information

Phone and Fax Numbers

800-790-7206, outside of the U.S. 904-954-7850

- Customer Service, option 0
- CitiDirect® Card Management System Support Help Desk, option 2
 - Choose option 2 again for a Government System Support Specialist
 - Press 1 for password resets and new user IDs
 - Press 2 for file delivery
 - Press 3 for all other questions
- Client Account Management, option 4, and then enter CAS manager's extension:
 - Sarah Aldrufeu, extension 69884 (Sarah.Aldrufeu@citigroup.com)
 - Delon Pleiman, extension 66076 (Delon.E.Pleiman@citigroup.com)
 - Jeanette Antone, extension 66056 (Jeanette.Antone@citigroup.com)

Collections

Phone 800-473-1393

Disputes

Fax 605-357-2019

Security Operations/Affidavits

Fax 605-330-6801

Fraud Early Warning

Phone 800-945-3114

New Applications

Fax 605-357-2092

Account Maintenance

Fax 605-330-6801

Mailing Addresses

General Correspondence

Citibank
P.O. Box 6125
Sioux Falls, SD 57117

Regular Payments

Citibank Government Card
P.O. Box 6575
The Lakes, NV 88901-6575

Overnight Payments

Citibank
Attn: Exception Payment
8725 West Sahara Avenue
The Lakes, NV 89117

Web Sites

www.citimanager.com

- Access to all information needed for Travel and Purchase A/OPCs and Alternate A/OPCs
- All forms can be found under U.S. Federal Government Services/References
- Direct links to CitiDirect® Card Management System, Citibank® Custom Reporting System, Citibank® Electronic Reporting System, and Citibank® Online Statements

www.va.gov/ofinop/valociti

- Access to VA-specific information

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Helpful Hints for A/OPCs and Alternate A/OPCs

- Make sure each form is completed in its entirety and that all levels of hierarchy are listed on any applications or maintenance forms; maintenance and application forms should be signed by an A/OPC or Alternate A/OPC and faxed to the appropriate number listed on each form
- All accounts cycle on the 23rd of each month
- Plastic type should be marked on all applications
- Cards that are mailed via UPS or Federal Express require a signature; a credit card will not be left by the courier service without a signature
- All dispute forms should be faxed directly to the dispute number; keep your fax confirmation to verify that transmission was successful
- Disputed items must be submitted within 60 days of the statement date on which the charge first appeared; it is the cardholder's or A/OPC's responsibility to submit the dispute in writing within the specified timeframe

Purchase Cards

- Purchase Card applications should contain the 32-character MAC/ASC code
- The standard MCC Templates of VAP000, VAP000A & VAP000B. MCC templates can be limited or changed per the A/OPC or Alternate A/OPC
- Make certain there are no open cardholder accounts listed under an approving official you are deleting from the system

Travel Cards

- The following information is required on all IB Travel applications: date of birth; full Social Security number; physical home address and home phone number; hierarchy
- Monthly cycle limit for IB Travel is \$5,000 with \$400 weekly cash advances
- Cardholder and A/OPC or Alternate A/OPC must both sign the application

Commonly Used Credit Ratings

V9	Closed Agency's Request	B9	Deceased Cardholder
V8	Closed Individual's Request	B7	Salary Offset
T1	Employee Terminated, Retired or Left the Agency	G1	15-24 days past due
M9	Closed by Citibank/Duplicate Account	G2	25-35 days past due
T4	Never Received Card (NRI)	G3	Suspended – 36-89 days past due
T5	Stolen/Unauthorized MO/TO	G4	Suspended – 90-100 days past due
T6	Fraud Early Warning (FEW) Block	G5	Cancelled – 101 days past due
F1	Lost Card	G8	Cancelled – Checks with Non-sufficient Funds (2 or more NSF within a 12-month period)
T2	Returned Mail		

Citigroup® Global Transaction Services